Quick start guide

EL51103/EL51203/EL51253/
EL51303/EL51353/EL51403/
EL51453/EL51503

DECT 6.0 cordless telephone
with caller ID/call waiting

Instructions

This quick start guide provides you with basic installation and operation instructions. A limited set of features are described in abbreviated form.

Please refer to the complete online **EL51103/EL51203/EL51253/EL51303/ EL51353/EL51403/EL51453/EL51503 DECT 6.0 cordless telephone with caller ID/call waiting** user's manual for a full set of installation and operation instructions at **http://telephones.att.com/manuals**.

Before using this AT&T product, please read **Important safety information** on pages 23-24 of this quick start guide.

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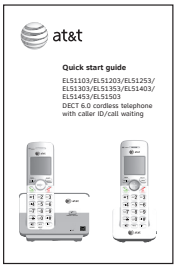
Parts checklist

Your telephone package contains the following items. Save your sales receipt and original packaging in the event warranty service is necessary.

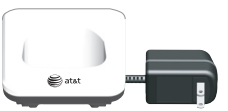


Quick start guide

Telephone base

Power adapter for telephone base

Cordless handset
(1 for EL51103)
(2 for EL51203/EL51253)
(3 for EL51303/EL51353)
(4 for EL51403/EL51453)
(5 for EL51503)



Charger for cordless handset with power adapter installed
(1 for EL51203/EL51253)
(2 for EL51303/EL51353)
(3 for EL51403/EL51453)
(4 for EL51503)

Wall mount bracket

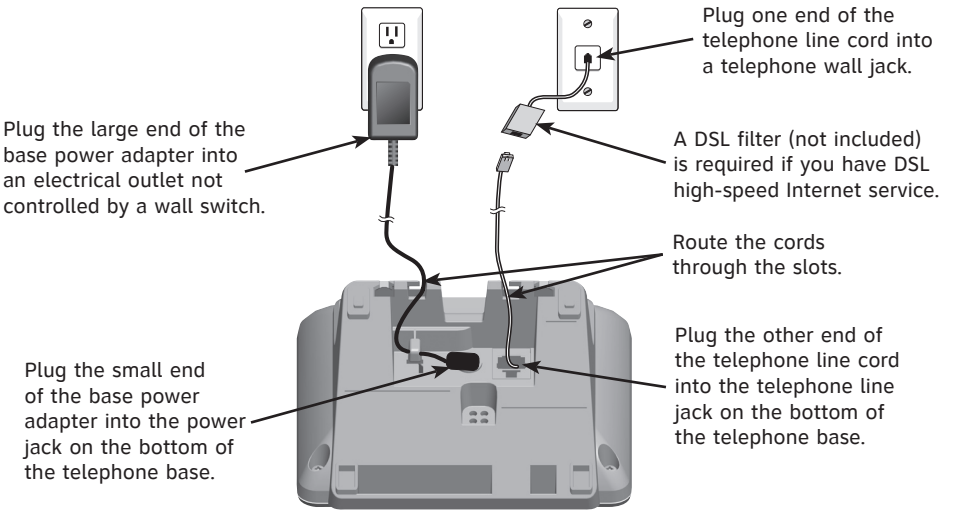
Battery for cordless handset
(1 for EL51103)
(2 for EL51203/EL51253)
(3 for EL51303/EL51353)
(4 for EL51403/EL51453)
(5 for EL51503)

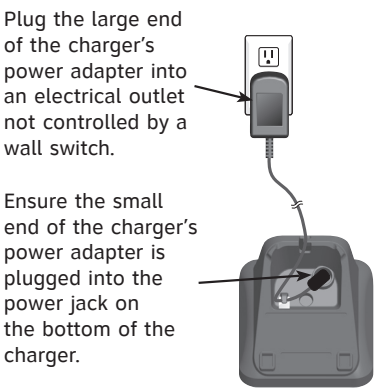
Battery compartment cover
(1 for EL51103)
(2 for EL51203/EL51253)
(3 for EL51303/EL51353)
(4 for EL51403/EL51453)
(5 for EL51503)

Telephone line cord

Installation

Install the telephone base and charger as shown below. If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone line, you must install a DSL filter on the DSL line. If you want to mount your telephone on a wall, use the included wall mount bracket and refer to **Wall mount installation** in the online user's manual for details.


Plug one end of the telephone line cord into a telephone wall jack.
Plug the large end of the base power adapter into an electrical outlet not controlled by a wall switch.
A DSL filter (not included) is required if you have DSL high-speed Internet service.
Route the cords through the slots.
Plug the other end of the telephone line cord into the telephone line jack on the bottom of the telephone base.
Plug the small end of the base power adapter into the power jack on the bottom of the telephone base.


Plug the large end of the charger's power adapter into an electrical outlet not controlled by a wall switch.
Ensure the small end of the charger's power adapter is plugged into the power jack on the bottom of the charger.

IMPORTANT INFORMATION:

Use only the power adapter(s) provided with this product. To obtain a replacement, visit our website at **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

Battery installation

Install the battery as show below.

1. Plug the battery connector securely into the socket inside the handset battery compartment, matching the orientation of the engraved label.

2. Insert the supplied battery with the label **THIS SIDE UP** facing up as indicated.

3. Align the cover flat against the battery compartment, then slide it upwards until it clicks into place.

4. Charge the handset by placing it face up in the telephone base or charger. The **CHARGE** light is on when charging.

To replace the battery, press the tab and slide the battery compartment cover downwards. Lift out the old battery and disconnect it from the handset. Follow the instructions above to install and charge a new battery.

IMPORTANT INFORMATION:

Use only the supplied rechargeable battery or replacement battery (model BT183342). To order, visit our website at **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

Battery charging

Once you have installed the battery, the screen indicates the battery status (see the table below). If necessary, place the handset in the telephone base or charger to charge the battery. For best performance, keep the handset in the telephone base or charger when not in use. The battery is fully charged after 16 hours of continuous charging. See **Technical specifications** on page 29 for battery operating times.

If the screen is blank, you need to charge the handset without interruption for at least 30 minutes to give the handset enough charge to use the telephone for a short time. The screen shows **Low battery** until you have charged the battery without interruption for at least 30 minutes. The following table summarizes the battery charge indicators and actions to take.

Battery indicators	Battery status	Action
The screen is blank or shows **Put in charger**.	Battery has no or very little charge. The handset cannot be used.	Charge without interruption (at least 30 minutes).
The screen shows **Low battery** and [ ] flashes.	Battery has enough charge to be used for a short time.	Charge without interruption (at least 30 minutes).
The screen shows **HANDSET X** and the battery icon shows [ ].	Battery is charged.	To keep the battery charged, place it in the telephone base or charger when not in use.

NOTES:

- If you are on a call in low battery mode, you hear 4 short beeps every 50 seconds.
- If no battery is installed in the handset when you place it in the telephone base or charger, the screen shows **No battery**. Follow the instructions in **Battery installation** on page 3 to install the battery.

After you install your telephone or power returns following a power outage, the handset will prompt you to set the date and time (see page 8). To skip setting the date and time, press **OFF/CANCEL**.

CHARGE light

On when the handset is charging in the telephone base or charger.

▲DIR/VOLUME

- Press to scroll up while in menus.
- Press to increase the listening volume.
- Press to show directory entries when the handset is not in use.
- While entering names or numbers in the directory, press to move the cursor to the right.

REDIAL/PAUSE

- Press repeatedly to review the last 10 numbers dialed.
- While entering numbers, press and hold to insert a dialing pause.

PHONE/FLASH

- Press to make or answer a call.
- During a call, press to answer an incoming call when you receive a call waiting alert.

1

- While reviewing a caller ID log, press repeatedly to add or remove 1 in front of the caller ID log before dialing or saving it to the directory.
- Press and hold to set or dial your voicemail number.

TONE

Press to switch to tone dialing temporarily during a call if you have pulse service.

/SPEAKER

Press to turn on the handset speakerphone, press again to resume normal handset use.

▼CID/VOLUME

- Press to scroll down while in menus.
- Press to decrease the listening volume.
- Press to show the caller ID log when the handset is not in use.
- While entering names or numbers in the directory, press to move the cursor to the left.

MENU/SELECT

- Press to display the menu.
- Once in the menu, press to select an item or save an entry or setting.

OFF/CANCEL

- During a call, press to hang up.
- While using menus, press to cancel an operation, back up to the previous menu, or exit the menu display, or press and hold to exit to idle mode.
- Press and hold while the handset is not in use to erase the missed call indicator.

QUIET#

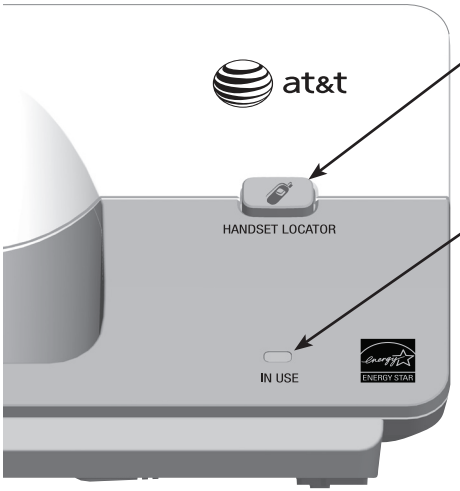
- Press and hold to set and turn on the quiet mode, or turn it off.
- When reviewing a caller ID log entry, press repeatedly to view other dialing options.

INT

Press to initiate an intercom conversation or transfer a call.

MUTE/DELETE

- During a call, press to mute the microphone.
- While predialing, press to erase digits.
- While reviewing the redial list, directory, speed dial list or caller ID log, press to delete an individual entry.



/HANDSET LOCATOR

Press to page all handsets (page 26).

IN USE light

- Flashes when there is an incoming call, or another telephone sharing the same line is in use.
- Flashes when handsets are being deregistered.
- On when a handset is in use.
- On when a handset is being registered.

Menu overview

Use the menu to change the telephone settings.

1. Press **MENU/SELECT** in idle mode (when the handset is not in use) to enter the main menu.
2. Press ▼**CID** or ▲**DIR** to scroll through menu items.
3. Press **MENU/SELECT** to select or save the indicated item.

   -OR-

   Press **OFF/CANCEL** to cancel an operation, back up to the previous menu or exit the menu display. Press and hold **OFF/CANCEL** to cancel an operation and return to idle mode.

Feature summary

Default settings are indicated by an asterisk (*).

Screen display	Function	Options
LCD language	Set the display language as English, French or Spanish.	**English*** **Français** **Español**
Voicemail #	Set the speed dial voicemail number.	**Voicemail #** -
Clr voicemail	Turn off the voicemail indicator.	**Reset VM Icon?**
Key tone	Set whether there are beeps when you press keys.	**On*** **Off**
Set date/time	Set date and time of the telephone system.	**Date: MM/DD/YY** **Time: HH:MM** --
Home area code	Set the telephone to recognize calls with the home area code.	**Home area code** ---
Dial mode	Set whether outgoing calls use pulse dialing or tone dialing.	**Pulse** **Touch-tone***

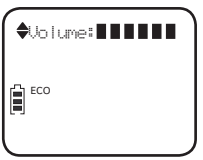
Telephone settings

Use **Feature summary** on page 7 to find and set features. The following are a few examples of common features to set. Refer to **Handset settings** in the online user's manual for detailed instructions on setting all telephone features.

Handset ringer volume

You can set the handset ringer volume level, or turn the ringer off. When the ringer is off, 🔕 and **Ringer off** appear on the handset screen.

1. Press **MENU/SELECT** when the handset is in idle mode.
2. Press ▼**CID** or ▲**DIR** to scroll to **Ringers**, then press **MENU/SELECT** twice to select **Ringer volume**.
3. Press ▼**CID** or ▲**DIR** to sample each volume level.
4. Press **MENU/SELECT** to save your preference.

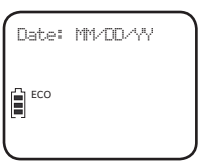


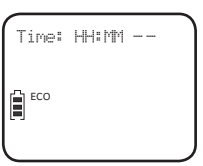
NOTE: If the handset ringer volume is off, that handset ringer is silenced for all incoming calls; however, that handset still plays the paging tone when responding to the handset locator feature.

Date and time

If you subscribe to caller ID service, the day, month and time are set automatically with each incoming call. However, the year must be set so that the day of the week can be calculated from the caller ID information.

1. Press **MENU/SELECT** when the handset is in idle mode.
2. Press ▼**CID** or ▲**DIR** to scroll to **Set date/time**, then press **MENU/SELECT**.
3. Press ▼**CID** or ▲**DIR** to select the month, then press **MENU/SELECT** or enter the 2-digit number (**01**-**12**) using the dialing keys.
4. Press ▼**CID** or ▲**DIR** to select the day, then press **MENU/SELECT** or enter the 2-digit number (**01**-**31**) using the dialing keys.
5. Press ▼**CID** or ▲**DIR** to select the year or enter the 2-digit number (**00**-**99**) using the dialing keys, then press **MENU/SELECT**.
6. Press ▼**CID** or ▲**DIR** to select the hour, then press **MENU/SELECT** or enter the 2-digit number (**00**-**23**) using the dialing keys.
7. Press ▼**CID** or ▲**DIR** to select the minute, then press **MENU/SELECT** or enter the 2-digit number (**00**-**59**) using the dialing keys.
8. Press ▼**CID** or ▲**DIR** to choose **AM** or **PM**. Press **MENU/SELECT** to save.





Making, answering and ending calls

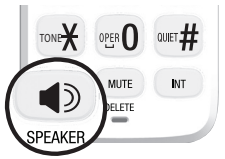
Making a call

Press **PHONE/FLASH** or **/SPEAKER** and then dial the number using the dialing keys.

-OR-

Enter the number using the dialing keys and then press **PHONE/FLASH** or **/SPEAKER** to dial.

While pre-dialing a number, you can:



- Press and hold **REDIAL/PAUSE** to insert a 3-second dialing pause (a **P** appears).
- Press **MUTE/DELETE** or **OFF/CANCEL** to erase a digit.
- Press and hold **MUTE/DELETE** or **OFF/CANCEL** to return to idle mode.

Answering a call

Press **PHONE/FLASH**, **/SPEAKER**, or any dialing key (**0**-**9**, * or **#**).

Ending a call

Press **OFF/CANCEL** or put the handset in the telephone base or charger to end the call.

Handset speakerphone

During a call, press **/SPEAKER** to switch between speakerphone and normal handset use. Press **OFF/CANCEL** to hang up.

Temporary silencing

While the telephone is ringing, press **OFF/CANCEL** or **MUTE/DELETE** to silence the ringer temporarily on that handset only. This turns off the ringer without disconnecting the call. The next incoming call rings normally at the preset volume.

Options while on calls

Volume control

While on a call, press ▲**DIR/VOLUME** to increase or press ▼**CID/VOLUME** to decrease the listening volume.

NOTE: The handset volume setting and speakerphone volume setting are independent. Changing one does not affect the other.

Join a call in progress

If a handset is already on a call and you would like to join the call, press **PHONE/FLASH** or **/SPEAKER** on another system handset.

To exit the call, press **OFF/CANCEL** or place the handset in the telephone base or charger. The call does not end until all handsets hang up.

NOTES:

- This feature is only applicable to models with more than one handset.
- For models with two to four handsets, all handsets can be used at the same time on an outside call. For models with five handsets, you can use a maximum of four handsets. If the fifth handset attempts to join the call, the handset screen shows **Unable to call**.

Chain dialing

While on a call, you can initiate a dialing sequence from numbers stored in the directory, caller ID log or redial list. Doing this can be useful if you wish to access other numbers (such as bank account numbers or access codes).

To initiate a dialing sequence from the directory, caller ID log or redial list while on a call, access the number through the menu system:

1. While on a call, press **MENU/SELECT**, then scroll to **Directory** or **Caller ID log**. Press **MENU/SELECT**.

   -OR-

   While on a call, press **REDIAL/PAUSE** to show the redial list.
2. Scroll to the desired number. If you are in directory, you can use the dialing keys to find the desired directory entry (see **Search by name** in the online user's manual for more details).
3. Press **MENU/SELECT** to dial the displayed number.

Redial

Each handset stores the 10 most recently called numbers in the redial list.

1. To review and call numbers in the redial list, press **REDIAL/PAUSE** in idle mode. The most recently called number appears on the screen.
2. To view up to 10 recently called numbers, press ▲**DIR**, ▼**CID** or **REDIAL/PAUSE** repeatedly to scroll through the numbers in the list.
3. When the desired number appears, press **PHONE/FLASH** or **/SPEAKER** to dial the number.

Handset locator

Use the handset locator to find misplaced handset(s).

To start the paging tone:

- Press **/HANDSET LOCATOR** at the telephone base to start the paging tone on all handsets for 60 seconds.

To stop the paging tone:

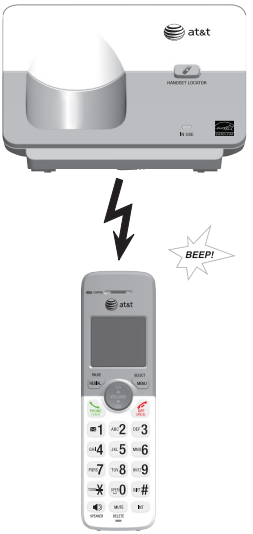
- Press **PHONE/FLASH**, **/SPEAKER**, **OFF/CANCEL** or any dialing key (**0**-**9**, * or **#**) on the handset(s).

  -OR-

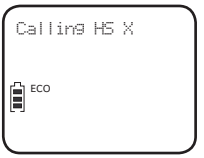
- Press **/HANDSET LOCATOR** on the telephone base.

  -OR-

- Put the handset in the telephone base or charger.



Make and answer an intercom call



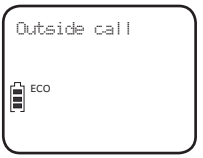
You can intercom between handsets.

1. Press **INT** on your handset when not in use.
   - If you have 2 handsets, your originating handset screen shows **Calling HS X**, and the other handset screen shows **HS X is calling**.
   - If you have more than 2 handsets, your originating handset screen shows **Intercom to**. Use the dialing keys to select the destination handset. The destination handset screen shows **HS X is calling** (**X** represents the handset number).
2. To answer the intercom call, press any dialing key (**0**-**9**, * or **#**), **PHONE/FLASH**, **/SPEAKER** or **INT** on that handset. Both handset screens now show **Intercom**.
3. To end an intercom call, press **OFF/CANCEL** or place the handset back in the telephone base or charger. Both handset screens now show **Intercom ended**.

NOTES:

- This feature is only applicable to models with more than one handset.
- Before the intercom call is answered, you can cancel the intercom call by pressing **OFF/CANCEL** or **INT** on your originating handset.

Call transfer using intercom



You can transfer an outside call to another system handset.

During an outside call, press **INT** and proceed just as you would make a normal intercom call. Once the other party has answered the intercom, you have the following options:

- You can let the other handset join you on the outside call in a three-way conversation. Press and hold **INT** on the originating handset.
- You can transfer the call. Press **OFF/CANCEL** or place the handset back in the telephone base or charger. Your originating handset screen shows **Transferred**. The other handset automatically connects to the outside call.
- Press **INT** on your originating handset to switch between the outside call (**Outside call** appears on the screen) and the intercom call (**Intercom** appears on the screen).
- The called party can end the intercom call by pressing **OFF/CANCEL** or placing the other handset back in the telephone base or charger. The outside call continues with the originating handset.

NOTES:

- This feature is only applicable to models with more than one handset.
- To cancel the transfer and return to the outside call before the intercom call is answered, press **OFF/CANCEL**, **PHONE/FLASH** or **INT** on your handset.
- If the called party does not answer within 100 seconds or if the handset is in use, on a call or out of range, the originating handset shows **Unable to call** on its screen and automatically returns to the outside call.

Directory overview

The directory is stored in the telephone base and shared by all handsets. It stores up to 50 entries. Changes made to the directory on any one handset apply to all. Only one handset can review the directory at a time.

Create directory entries

1. Press **MENU/SELECT** in idle mode. Press **MENU/SELECT** to choose **Directory**.
2. Press **MENU/SELECT** to choose **Add contact**.
3. Use the dialing keys to enter the telephone number (up to 30 digits). Press **MENU/SELECT** to save the number in the display.

4. Enter the name when prompted. Use the dialing keys to enter a name (up to 15 characters). Each time you press a key, the character on that key appears. Additional key presses produce other characters on that key. Refer to the **Character chart** under **Create directory entries** of the online user's manual for information on entering special characters.

5. Press **MENU/SELECT** to store your new directory entry. The screen shows **Saved**.

While entering names and numbers, you can edit them using the following controls:

- Press ▼**CID** or ▲**DIR** to move the cursor to the left or right.
- Press **MUTE/DELETE** to erase a digit or character.
- Press and hold **MUTE/DELETE** to erase all digits or characters.
- While entering telephone numbers, press and hold **REDIAL/PAUSE** to enter a 3-second dialing pause (a **P** appears).
- While entering a name, press **0** to add a space.

Review directory entries

1. Press ▲**DIR** when in idle mode. The screen briefly shows the directory summary followed by the first entry in the directory.
2. Press ▼**CID** or ▲**DIR** to browse through the directory or use the dialing keys (**0**-**9**) to start a name search. Entries appear alphabetically by the first letter in the name.

NOTE: If the telephone number in the directory exceeds 15 digits, a dash appears after the 14th digit, and the remaining digits are displayed after two seconds beginning with a dash.

Dial a directory number

When the desired directory entry displays, press **PHONE/FLASH** or **/SPEAKER** to dial.

Edit a directory entry

1. When the desired directory entry displays on the screen, press **MENU/SELECT**.
2. Edit the telephone number, then press **MENU/SELECT**.
3. Edit the name.
4. Press **MENU/SELECT** to save.

Delete a directory entry

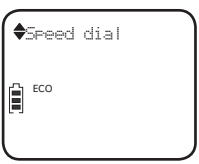
When the desired directory entry displays on the screen, press **MUTE/DELETE** and then press **MENU/SELECT** to confirm.

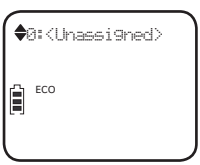
Speed dial

There are 9 speed dial locations (**0** and **2**-**9**) where you can store telephone numbers you wish to dial more quickly. Speed dial assignments can only be selected from the existing directory entries. The speed dial locations are shared by all handsets. Changes made apply to all handsets.

Enter a speed dial number

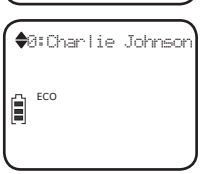
1. Press **MENU/SELECT** when the handset is in idle mode. Press **MENU/SELECT** to choose **Directory**.
2. Press ▼**CID** or ▲**DIR** to choose **Speed dial**, then press **MENU/SELECT**.
3. Press ▼**CID** or ▲**DIR** to scroll to the desired speed dial location, then press **MENU/SELECT**.
4. Press ▼**CID** or ▲**DIR** to scroll to the desired entry you wish to assign to the selected speed dial location, or use the dialing keys to start a name search.
5. When the desired directory entry displays, press **MENU/SELECT**.





Dial a speed dial number

- When in idle mode, press and hold the desired speed dial location (**0** or **2**-**9**) to dial.



Caller ID

This product supports caller ID services offered by most telephone service providers. Caller ID allows you to see the name, number, date and time of calls. The available caller ID information will appear after the first or second ring.

Missed (new) call indicator

The telephone base stores the last 50 incoming calls as the caller ID information. When a handset is in idle mode and has new or missed calls, the screen shows **XX missed calls**. If you do not want to review the missed calls one by one, but still want to keep them in the caller ID log, you can press and hold **OFF/CANCEL** for 4 seconds when the handset is idle.

Review the caller ID log

1. When a handset is in idle mode, press **▼CID**.
2. Press **▼CID** or **▲DIR** to scroll through the list.
   - Press **#** (pound key) repeatedly to show different dialing options.
   - Press **1** repeatedly if you need to add or remove 1 in front of the telephone number before dialing or saving it in the directory.
3. Press **PHONE/FLASH** or **/SPEAKER** to dial the displayed telephone number.

Delete entries from the caller ID log

To delete one entry:

When viewing an entry, press **MUTE/DELETE** to delete the entry from the caller ID log.

To delete all entries:

1. On a handset, press **MENU/SELECT** in idle mode.
2. Press **▼CID** or **▲DIR** to scroll to **Caller ID log**, then press **MENU/SELECT**.
3. Press **▼CID** or **▲DIR** to scroll to **Del all calls**, then press **MENU/SELECT** twice. Once deleted, you cannot retrieve the entries.

Store a caller ID entry in the directory

1. On a handset, press **▼CID** in idle mode.
2. Press **▼CID** or **▲DIR** to scroll through the list.
3. When the desired entry displays on the screen, press **MENU/SELECT**. The screen shows **Edit number**. If necessary, modify the number (page 14).
4. Press **MENU/SELECT** to continue. The screen shows **Edit name**. If necessary, modify the name (page 14).
5. Press **MENU/SELECT** to save.

Adding and registering handsets

Your telephone system can support up to five handsets. The handsets provided within your product package are already registered as **HANDSET 1**, and so forth. You can purchase additional handset AT&T **EL50003** to expand your telephone system. **EL50003** is for use with **EL51103/EL51203/EL51253/EL51303/EL51353/EL51403/EL51453/EL51503**. Additional handsets are assigned numbers in the sequential order they are registered (up to **HANDSET 5**). Each handset must be registered to the telephone base before use.

Register a handset to the telephone base:

1. Before you begin registration, make sure the handset is out of the telephone base or charger and shows **To register HS...** and **...see manual** alternately.
2. Put the handset you wish to register on the telephone base cradle.
3. The **IN USE** light on the telephone base turns on. After about 10 seconds, the handset shows **Registering...** The handset shows **Registered** and you hear a confirmation tone if the registration was successful. The **IN USE** light turns off. The handset is now registered with the telephone base.

For registration, put the handset on the telephone base, not the handset charger.

If the registration fails, the handset displays **Failed** and then **To register HS...** and ...**see manual** alternately. Try the registration again by removing the handset from the telephone base and then placing it back in.

NOTES:

- You cannot register a handset if any other system handset is in use.
- You can only register one handset to the telephone base at a time.

Deregistering handsets

If you want to replace a handset, or reassign the designated handset number of a registered handset, you must deregister all handsets that are registered to the telephone base, and then register each handset individually.

To make deregistration easier, read all of the instructions below before you begin.

Deregister all handsets from the telephone base:

1. Press and hold **/HANDSET LOCATOR** on the telephone base for about 10 seconds until the **IN USE** light on the telephone base turns on and starts to flash.
2. Immediately press **/HANDSET LOCATOR** again. You must press **/HANDSET LOCATOR** while the **IN USE** light is still flashing. The **IN USE** light flashes for approximately five seconds.
3. The deregistration takes about 10 seconds to complete. All handsets display **To register HS...** and **...see manual** alternately if the deregistration was successful.

To register the handset(s) to the telephone base again, follow the registration instructions on the previous page.

NOTES:

- If the deregistration fails, you may need to reset the system and try again. To reset, unplug the power from the telephone base and plug it back in.
- You cannot deregister the handsets if any other system handset is in use.
- Even if the battery is depleted, you can still deregister the handsets by following the steps above. After the handset is charged for at least ten minutes, the screen shows **To register HS...** and **...see manual** alternately.

Troubleshooting

If you have difficulty with your telephone, please try the suggestions below. For customer service, or to purchase accessories or replacement parts, visit our website at **www.telephones.att.com**, or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**. When you call customer service, you will need the serial number or model number found on the bottom of the telephone base.

My telephone doesn't work at all.

- Make sure the power cord is securely plugged in.
- Make sure that the battery connector is securely plugged into the cordless handset.
- Make sure the telephone line cord is securely and firmly plugged into the telephone base and the telephone wall jack.
- Charge the battery in the cordless handset for at least 16 hours. For optimum daily performance, return the cordless handset to the telephone base or charger when not in use.
- If the battery is depleted, it may take approximately 30 minutes to charge the handset before it shows **Low battery**, refer to **Battery charging** on page 4 for details.
- Reset the telephone base. Unplug the electrical power. Wait for approximately 15 seconds, then plug it back in. Allow up to one minute for the cordless handset and telephone base to reset.
- You may need to purchase a new battery. Please refer to **Battery installation** on page 3.

I cannot get a dial tone.

- First try all of the suggestions above.
- Move the cordless handset closer to the telephone base. You might have moved out of range.
- If the previous suggestions do not work, disconnect the telephone line cord from your telephone and connect the telephone line cord to another telephone. If there is no dial tone on that other telephone either, then
  - the telephone line cord may be defective: try installing a new telephone line cord.

  If changing the telephone line cord does not help, the wall jack (or the wiring to this wall jack) may be defective,
  - try using a different wall jack in your home to connect your EL51103/EL51203/EL51253/EL51303/EL51353/EL51403/EL51453/EL51503 telephone, or
  - contact your telephone service provider (charges may apply).

I cannot dial out.

- First try all the suggestions in the item **I cannot get a dial tone** above.
- Make sure you have a dial tone before dialing. The cordless handset may take a second or two to find the telephone base and produce a dial tone. This is normal. Wait an extra second before dialing.

- Check that all the telephones connected to the same telephone line are hung up.
- Make sure to set the dial mode to the correct setting (pulse dialing or tone dialing) for the service in your area.
- Eliminate any background noise. Noise from a television, radio or other appliances may cause the telephone not to dial out properly. If you cannot eliminate the background noise, first try muting the cordless handset before dialing, or dialing from another room with less background noise.
- If other telephones in your home are having the same problem, the problem is in your wiring or telephone service. Contact your telephone service provider (charges may apply).

My cordless handset isn't performing normally.

- Make sure the power cord is securely plugged into the telephone base. Plug the power adapter into a different, working electrical outlet not controlled by a wall switch.
- Move the cordless handset closer to the telephone base. You might have moved out of range.
- Reset the telephone base. Unplug the electrical power. Wait for 15 seconds, then plug it back in. Allow up to one minute for the cordless handset and telephone base to reset.
- Other electronic products such as HAM radios and other DECT phones can cause interference to your cordless telephone. Try installing your telephone as far away as possible from these types of electronic devices.

Out of range or no pwr at base appears on my cordless handset.

- Ensure that the telephone base is powered on.
- Place the cordless handset in the telephone base for one minute to allow the cordless handset and base to synchronize.
- Move the cordless handset closer to the telephone base. You might have moved out of range.
- Reset the telephone base. Unplug the electrical power. Wait for 15 seconds, then plug it back in. Allow up to one minute for the cordless handset and telephone base to reset.
- Other electronic products such as HAM radios and other DECT phones can cause interference to your cordless telephone. Try installing your telephone as far away as possible from these types of electronic devices.

The batteries do not hold a charge.

- If the cordless handset is in the telephone base or charger and the charge light does not turn on, refer to the item **The charge light is off** on page 21.
- Charge the battery in the cordless handset for at least 16 hours. For optimum daily performance, return the cordless handset to the telephone base or charger when not in use.
- If the battery is depleted, it may take approximately 30 minutes to charge the handset before it shows **Low battery**. Refer to **Battery charging** on page 4 for details.
- You may need to purchase a new battery. Please refer to **Battery installation** on page 3.

The charge light is off.

- Make sure the power cord is plugged in correctly and securely.
- Make sure the battery is installed correctly in the handset. Follow the instruction in **Battery installation** on page 3 to install the battery.
- Unplug the electrical power. Wait for 15 seconds, then plug it back in. Allow up to one minute for the cordless handset and telephone base to reset.
- Clean the cordless handset and telephone base charging contacts each month using a pencil eraser or cloth.

I get noise, static, or weak signals even when I'm near the telephone base.

- If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack (see **Installation** on page 2). The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.
- Other electronic products, such as computers, wireless routers, microwave ovens and other cordless telephones can interfere with the performance of your cordless telephone. You may be able to improve the performance of your telephone by installing the telephone base as far away as possible from other electronic devices.
- Do not install this telephone near a microwave oven or on the same electrical outlet. You may experience decreased performance while the microwave oven is operating.
- If your telephone is plugged in with a modem or a surge protector, plug the telephone (or modem/surge protector) into a different location. If this doesn't solve the problem, relocate your telephone or modem farther apart from one another, or use a different surge protector.
- Relocate your telephone to a higher location. The telephone will likely have better reception when installed in a high area.
- If the other telephones in your home are having the same problem, the problem is in your wiring or telephone service. Contact your telephone service provider (charges may apply).

I experience poor sound quality when using the speakerphone.

- For increased sound quality while using the speakerphone, place the handset on a flat surface with the dial pad facing up.
- When using a speakerphone, controlling background noise in your environment is essential. While you are listening to your party, press **MUTE/DELETE** to temporarily turn your microphone off. When it is your turn to speak, remember to press **MUTE/DELETE** again to turn the microphone on.
- Excessive background noise will cause a speakerphone to fade in and out. Try controlling the background noise by turning off any audio devices near the speakerphone. Also, try to avoid interrupting the person at the other end of the conversation while they are speaking. If background noise cannot be controlled, you should terminate speakerphone operation and return to normal handset mode.

I hear other calls while using my telephone.

- Disconnect the telephone base from the telephone wall jack, and plug in a different telephone. If you still hear other calls, the problem is probably in your wiring or telephone service. Call your telephone service provider (charges may apply).

I've set my LCD language to Spanish or French and I don't know how to change it back to English.

- Press **MENU/SELECT** in idle mode, then enter **¥364#** using the dialing keys. You hear a confirmation tone.

I subscribe to a nontraditional telephone service that uses my computer to establish connections, and my telephone doesn't work.

- Make sure your computer is powered on.
- Make sure your Internet connection is working properly.
- Make sure that the software is installed and running for your nontraditional telephone service.
- Make sure to plug your USB port adapter into a dedicated USB port on your computer. Do not plug into a multiple port USB hub (USB splitter) that is not powered.
- In a few rare instances, the USB port on your computer may not have enough power. In these instances, try using a USB hub with its own external power supply.
- If you are using a firewall, it may prevent access to your nontraditional telephone service. Contact your service provider for more information.

Important safety information

This symbol is to alert you to important operating or servicing instructions that may appear in this user's manual. Always follow basic safety precautions when using this product to reduce the risk of injury, fire, or electric shock.

Safety information

- **Read and understand all instructions in the user's manual. Observe all markings on the product.**
- **Avoid using a telephone during a thunderstorm.** There might be a slight chance of electric shock from lightning.
- **Do not use a telephone in the vicinity of a gas leak.** Under certain circumstances, a spark may be created when the adapter is plugged into the power outlet, or when the handset is replaced in its cradle. This is a common event associated with the closing of any electrical circuit. The user should not plug the phone into a power outlet, and should not put a charged handset into the cradle, if the phone is located in an environment containing concentrations of flammable or flame-supporting gases, unless there is adequate ventilation. A spark in such an environment could create a fire or explosion. Such environments might include: medical use of oxygen without adequate ventilation; industrial gases (cleaning solvents; gasoline vapors; etc.); a leak of natural gas; etc.
- **Do not use this product near water, or when you are wet.** For example, do not use it in a wet basement or shower, or next to a swimming pool, bathtub, kitchen sink, or laundry tub. Do not use liquids or aerosol sprays for cleaning. If the product comes in contact with any liquids, unplug any line or power cord immediately. Do not plug the product back in until it has dried thoroughly.
- **Install this product in a protected location** where no one can trip over any line or power cords. Protect cords from damage or abrasion.
- **If this product does not operate normally, read Troubleshooting on pages 19-22 in this user's manual.** If you cannot solve the problem, or if the product is damaged, refer to **Limited warranty** on pages 27-28. Do not open this product except as may be directed in your user's manual. Opening the product or reassembling it incorrectly may expose you to hazardous voltages or other risks.
- **Replace batteries only as described in Battery installation on page 3 in your user's manual**. Do not burn or puncture batteries — they contain caustic chemicals.
- **The power adapters are intended to be correctly oriented in a vertical or floor mount position.** The prongs are not designed to hold the plug in place if they are plugged into a ceiling or an under-the-table, or cabinet outlet.

CAUTION: Use only the power adapters provided with this product. To obtain a replacement, visit our website at **www.telephones.att.com**, or call **1 (800) 222–3111**. In Canada, dial **1 (866) 288-4268**.

Especially about cordless telephones

- **Privacy:** The same features that make a cordless telephone convenient create some limitations. Telephone calls are transmitted between the telephone base and the handset by radio waves, so there is a possibility that your cordless telephone conversations could be intercepted by radio receiving equipment within range of the cordless handset. **For this reason, you should not think of cordless telephone conversations as being as private as those on corded telephones.**

- **Electrical power:** The telephone base of this cordless telephone must be connected to a working electrical outlet which is not controlled by a wall switch. **Calls cannot be made from the handset if the telephone base is unplugged, switched off or if the electrical power is interrupted**.
- **Potential TV interference:** Some cordless telephones operate at frequencies that may cause interference to TVs and VCRs. To minimize or prevent such interference, do not place the telephone base of the cordless telephone near or on top of a TV or VCR. If interference is experienced, moving the cordless telephone farther away from the TV or VCR will often reduce or eliminate the interference.
- **Rechargeable batteries:** This product contains nickel-metal hydride rechargeable batteries. Exercise care in handling batteries in order not to create a short circuit with conductive material such as rings, bracelets, and keys. The battery or conductor may overheat and cause harm. Observe proper polarity between the battery and the battery charger.
- **Nickel-metal hydride rechargeable batteries:** Dispose of these batteries in a safe manner. Do not burn or puncture. Like other batteries of this type, if burned or punctured, they could release caustic material which could cause injury.

The RBRC™ Seal means that the manufacturer is voluntarily participating in an industry program to collect and recycle nickel-metal hydride rechargeable batteries when taken out of service within the United States. These batteries may be taken to a participating local retailer of replacement batteries or recycling center. Or you may call 1 (800) 8-BATTERY for locations accepting spent Ni-MH batteries.

Precautions for users of implanted cardiac pacemakers

Cardiac pacemakers (applies only to digital cordless telephones): Wireless Technology Research, LLC (WTR), an independent research entity, led a multidisciplinary evaluation of the interference between portable wireless telephones and implanted cardiac pacemakers. Supported by the U.S. Food and Drug Administration, WTR recommends to physicians that:

Pacemaker patients

- Should keep wireless telephones at least six inches from the pacemaker.
- Should NOT place wireless telephones directly over the pacemaker, such as in a breast pocket, when it is turned ON.
- Should use the wireless telephone at the ear opposite the pacemaker.

WTR's evaluation did not identify any risk to bystanders with pacemakers from other persons using wireless telephones.

ECO mode

This power conserving technology reduces power consumption for optimal battery performance. The ECO mode activates automatically whenever the handset is synchronized with the telephone base.

SAVE THESE INSTRUCTIONS

FCC Part 68 and ACTA

This equipment complies with Part 68 of the FCC rules and with technical requirements adopted by the Administrative Council for Terminal Attachments (ACTA). The label on the back or bottom of this equipment contains, among other things, a product identifier in the format US:AAAEQ##TXXXX. This identifier must be provided to your telephone service provider upon request.

The plug and jack used to connect this equipment to premises wiring and the telephone network must comply with the applicable Part 68 rules and technical requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. An RJ11 jack should normally be used for connecting to a single line and an RJ14 jack for two lines. See Installation Instructions in the user's manual.

The Ringer Equivalence Number (REN) is used to determine how many devices you may connect to your telephone line and still have them ring when you are called. The REN for this product is encoded as the 6th and 7th characters following the US: in the product identifier (e.g., if ## is 03, the REN is 0.3). In most, but not all areas, the sum of all RENs should be five (5.0) or less. For more information, please contact your telephone service provider.

This equipment may not be used with Party Lines. If you have specially wired alarm dialing equipment connected to your telephone line, ensure the connection of this equipment does not disable your alarm equipment. If you have questions about what will disable the alarm equipment, consult your telephone service provider or a qualified installer.

If this equipment is malfunctioning, it must be unplugged from the modular jack until the problem has been corrected. Repairs to this telephone equipment can only be made by the manufacturer or its authorized agents. For repair procedures, follow the instructions outlined under the Limited Warranty.

If this equipment is causing harm to the telephone network, the telephone service provider may temporarily discontinue your telephone service. The telephone service provider is required to notify you before interrupting service. If advance notice is not practical, you will be notified as soon as possible. You will be given the opportunity to correct the problem and the telephone service provider is required to inform you of your right to file a complaint with the FCC. Your telephone service provider may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. The telephone service provider is required to notify you if such changes are planned.

If this product is equipped with a corded or cordless handset, it is hearing aid compatible.

If this product has memory dialing locations, you may choose to store emergency telephone numbers (e.g., police, fire, medical) in these locations. If you do store or test emergency numbers, please:

- Remain on the line and briefly explain the reason for the call before hanging up.
- Perform such activities in off-peak hours, such as early morning or late evening.

Industry Canada

This device complies with Industry Canada licence-exempt RSS standard(s).

Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Privacy of communications may not be ensured when using this telephone.

The term ''IC:'' before the certification/registration number only signifies that the Industry Canada technical specifications were met.

The Ringer Equivalence Number (REN) for this terminal equipment is 1.0. The REN is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

This product meets the applicable Industry Canada technical specifications.

FCC Part 15

This equipment has been tested and found to comply with the requirements for a Class B digital device under Part 15 of the Federal Communications Commission (FCC) rules.

These requirements are intended to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Privacy of communications may not be ensured when using this telephone.

To ensure safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. This product has been tested and found to comply with the FCC criteria. The handset may be safely held against the ear of the user. The telephone base shall be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20cm (8 inches) or more.

This Class B digital apparatus complies with Canadian requirement:
CAN ICES-3 (B)/NMB-3(B)

Limited warranty

The AT&T brand is used under license - any repair, replacement or warranty service, and all questions about this product should be directed to our website at **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

1. **What does this limited warranty cover?**

   The manufacturer of this AT&T branded product warrants to the holder of a valid proof of purchase ("CONSUMER" or "you") that the product and all accessories provided in the sales package ("PRODUCT") are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the PRODUCT operating instructions. This limited warranty extends only to the CONSUMER for products purchased and used in the United States of America and Canada.

2. **What will be done if the PRODUCT is not free from defects in materials and workmanship during the limited warranty period ("materially defective PRODUCT")?**

   During the limited warranty period, the manufacturer's authorized service representative repairs or replaces at the manufacturer's option, without charge, a materially defective PRODUCT. If the manufacturer repairs the PRODUCT, they may use new or refurbished replacement parts. If the manufacturer chooses to replace the PRODUCT, they may replace it with a new or refurbished PRODUCT of the same or similar design. The manufacturer retains the defective parts, modules, or equipment. Repair or replacement of the PRODUCT, at the manufacturer's option, is your exclusive remedy. The manufacturer returns the repaired or replacement products to you in working condition. You should expect the repair or replacement to take approximately 30 days.

3. **How long is the limited warranty period?**

   The limited warranty period for the PRODUCT extends for ONE (1) YEAR from the date of purchase. If the manufacturer repairs or replaces a materially defective PRODUCT under the terms of this limited warranty, this limited warranty also applies to repaired or replacement PRODUCT for a period of either (a) 90 days from the date the repaired or replacement PRODUCT is shipped to you or (b) the time remaining on the original one-year limited warranty; whichever is longer.

4. **What is not covered by this limited warranty?**

   This limited warranty does not cover:

- PRODUCT that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water, or other liquid intrusion; or
- PRODUCT that has been damaged due to repair, alteration, or modification by anyone other than an authorized service representative of the manufacturer; or
- PRODUCT to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or
- PRODUCT to the extent that the problem is caused by use with non-AT&T accessories; or
- PRODUCT whose warranty/quality stickers, PRODUCT serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
- PRODUCT purchased, used, serviced, or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to products used for rental purposes); or
- PRODUCT returned without a valid proof of purchase (see item 6 on the next page); or
- Charges for installation or setup, adjustment of customer controls, and installation or repair of systems outside the unit.

5. How do you get warranty service?

To obtain warranty service in the United States of America, visit **www.telephones.att.com** or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**.

NOTE: Before calling for service, please review the user's manual. A check of the PRODUCT's controls and features might save you a service call.

Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of the PRODUCT(s) to the service location. The manufacturer will return repaired or replaced PRODUCT under this limited warranty. Transportation, delivery or handling charges are prepaid. The manufacturer assumes no risk for damage or loss of the PRODUCT in transit. If the PRODUCT failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, the manufacturer notifies you and requests that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of products that are not covered by this limited warranty.

6. What must you return with the PRODUCT to get warranty service?

You must:

a. Return the entire original package and contents including the PRODUCT to the service location along with a description of the malfunction or difficulty; and

b. Include a "valid proof of purchase" (sales receipt) identifying the PRODUCT purchased (PRODUCT model) and the date of purchase or receipt; and

c. Provide your name, complete and correct mailing address, and telephone number.

7. Other limitations

This warranty is the complete and exclusive agreement between you and the manufacturer of this AT&T branded PRODUCT. It supersedes all other written or oral communications related to this PRODUCT. The manufacturer provides no other warranties for this PRODUCT. The warranty exclusively describes all of the manufacturer's responsibilities regarding the PRODUCT. There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification.

State/Provincial Law Rights: This warranty gives you specific legal rights, and you might also have other rights that vary from state to state or province to province.

Limitations: Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the PRODUCT is fit for ordinary use) are limited to one year from date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitation might not apply to you. In no event shall the manufacturer be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the PRODUCT or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this PRODUCT. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion might not apply to you.

Please retain your original sales receipt as proof of purchase.

Technical specifications

RF frequency band	1921.536MHz — 1928.448MHz
Channels	5
Operating temperature	32°F — 122°F 0°C — 50°C
Telephone base voltage (AC voltage, 60Hz)	96 — 130Vrms
Telephone base voltage (DC adapter output)	AC6V @ 300mA
Handset voltage	2.4VDC — 3.2VDC
Charger voltage (AC adapter output)	AC6V @ 300mA
Operating times*	Talk time (handset): up to 6.5 hours Talk time (speakerphone): up to 3.5 hours Standby: up to 5 days

*Operating times vary depending on your actual use and the age of battery.

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